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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/218,783	12/22/1998	PEGGY M. STUMER	98-P-7977-US	2633
7590	10/04/2005		EXAMINER	
SIEMENS CORPORATION INTELLECTUAL PROPERTY DEPARTMENT 186 WOOD AVENUE SOUTH ISELIN, NJ 08830			KNOWLIN, THJUAN P	
			ART UNIT	PAPER NUMBER
			2642	

DATE MAILED: 10/04/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	Application No.	Applicant(s)
	09/218,783	STUMER ET AL.
	Examiner Thjuan P. Knowlin	Art Unit 2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) Responsive to communication(s) filed on 15 July 2005.
- 2a) This action is FINAL.                            2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) Claim(s) 1-27 is/are pending in the application.
  - 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) Claim(s) \_\_\_\_\_ is/are allowed.
- 6) Claim(s) 1-27 is/are rejected.
- 7) Claim(s) \_\_\_\_\_ is/are objected to.
- 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.
 

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  - a) All    b) Some \* c) None of:
    1. Certified copies of the priority documents have been received.
    2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
    3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

1) <input type="checkbox"/> Notice of References Cited (PTO-892)	4) <input type="checkbox"/> Interview Summary (PTO-413)
2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)	Paper No(s)/Mail Date: _____
3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date: _____	5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)
	6) <input type="checkbox"/> Other: _____

**DETAILED ACTION**

***Response to Amendment***

1. Applicant's amendment filed on July 15, 2005 has been entered. Claims 1, 9, 12, 15, 16, 18, and 22 have been amended. No claims have been cancelled. No claims have been added. Claims 1-27 are still pending in this application, with claims 1, 9, 12, 15, 22, and 27 being independent.

***Claim Rejections - 35 USC § 102***

2. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

3. Claims 1-27 are rejected under 35 U.S.C. 102(e) as being anticipated by Miloslavsky (US 6,229,888).

4. In regards to claims 1, 9, 12, 15, 16, 17, 18, 21, 22, 23, 24, and 27, Miloslavsky discloses a group pickup system (See Fig. 2, call center 162, and call center 180) and method in a communication network (See Fig. 2) having one or more servers (See Fig. 2, CTI server 170, and CTI server 184), comprising: one or more call group locations associated with different ones of said one or more servers (See col. 1 lines 12-14, col. 2 lines 15-19, and col. 4-5 lines 66-7); an invite request unit to invoke the group pickup system (See col. 2 lines 38-49 and col. 8 lines 17-31); a group pickup request unit responsive to said invite request unit to establish a connection to a group pickup destination (See Fig. 2 and call center 180) to enable a caller station to be picked up

from said destination, said destination comprising any of said one or more group locations and selected responsive to one of an alerting group member location and a responding group member location; and a retrieval request unit to connect a call pickup system station with said caller station; wherein a call group associated with said call pickup station can have members associated with different ones of said one or more call group locations (See col. 2 lines 38-60 and col. 8 lines 17-40).

5. In regards to claims 2, 10, 13, and 25, Miloslavsky discloses the system and method, further including an exception handler adapted to handle failures (traffic, busy, no answer) in the group pickup system (See Abstract and col. 4 lines 24-30).
6. In regards to claims 3, 11, and 26, Miloslavsky disclose the system and method, wherein said call pickup party may be located on any server within the network (See col. 1 lines 12-14, col. 2 lines 38-49, and col. 8 lines 1-16).
7. In regards to claims 4 and 14, Miloslavsky discloses the system, wherein said parked caller may be picked up from any server within the network (See col. 2 lines 38-49 and col. 8 lines 17-31).
8. In regards to claim 5, Miloslavsky discloses the system, wherein said network failure may include excessive network congestion (See Abstract and col. 4 lines 24-30).
9. In regards to claim 6, Miloslavsky discloses the system, wherein said network failure may include a vacant number (e.g. whether an agent is available or active) (See col. 5 lines 12-19 and col. 5 lines 54-67).

10. In regards to claim 7, Miloslavsky discloses the system, wherein said network failure may include no route to destination (See col. 4 lines 24-30 and col. 5 lines 12-19).

11. In regards to claims 8, 19, and 20, Miloslavsky discloses the system, wherein said user selectable park location is said destination's background task (See col. 4 lines 31-45).

### ***Response to Arguments***

12. Applicant's arguments filed 07/15/05 have been fully considered but they are not persuasive. Applicant argues that Miloslavsky says nothing about what happens if the routed call goes unanswered, if the designated line is busy, or if the agent has set the do-not-call feature for the station. However, a designated busy line, nor the setting of a do-not-call feature is recited in the claims, therefore, Examiner will only address the limitation of an unanswered call. In col. 4 lines 24-30, Miloslavsky teaches a system that is able to adapt to handle failures (e.g. traffic, busy signals, no answer) within a group pickup system. Miloslavsky further teaches a network failure, which may include a vacant number (e.g. whether an agent is available or active) (See col. 5 lines 12-19 and col. 5 lines 54-67). Applicant states that Miloslavsky fails to teach or suggest, a system or method, where members pickup calls routed to an identified best available agent. However, an identified best available agent is not recited in the claims. Therefore, Examiner will not address this limitation. Miloslavsky, however, does teach and suggest a group pickup system (See Fig. 2, call center 162, and call center 180)

and method in a communication network (See Fig. 2) having one or more servers (See Fig. 2, CTI server 170, and CTI server 184), comprising: one or more call group locations associated with different ones of said one or more servers (See col. 1 lines 12-14, col. 2 lines 15-19, and col. 4-5 lines 66-7); an invite request unit to invoke the group pickup system (See col. 2 lines 38-49 and col. 8 lines 17-31); a group pickup request unit responsive to said invite request unit to establish a connection to a group pickup destination (See Fig. 2 and call center 180) to enable a caller station to be picked up from said destination, said destination comprising any of said one or more group locations and selected responsive to one of an alerting group member location and a responding group member location; and a retrieval request unit to connect a call pickup system station with said caller station; wherein a call group associated with said call pickup station can have members associated with different ones of said one or more call group locations (See col. 2 lines 38-60 and col. 8 lines 17-40).

### ***Conclusion***

13. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).
14. A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any

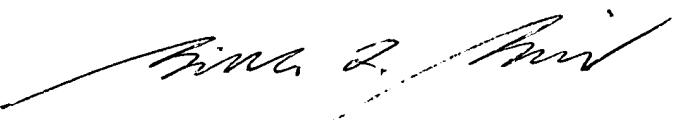
extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

15. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P. Knowlin whose telephone number is (571) 272-7486. The examiner can normally be reached on Mon-Fri 8:30-5:00pm.

16. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

17. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Thjuan P. Knowlin

  
BING Q. BUI  
PRIMARY EXAMINER